



Pharmacy

Eligibility:

All TRICARE and Base Realignment and Closure eligible beneficiaries may utilize the TRICARE MAIL ORDER PHARMACY. Visit the TRICARE Mail Order Pharmacy web site or call the TRICARE Service Center at (623) 535-2460 for more information.

Cost:

Copay or cost share depending on TRICARE enrollment and beneficiary class. The TRICARE MAIL ORDER PHARMACY features an extensive formulary with a 10 to 14 day period of delivery to the patient's home.

Locations:**Main Pharmacy**

Location: Bldg. 1530

Phone Number: (618) 256-7371

Hours of Operation: Monday - Friday (0800-1700)

Closed Weekends and Federal Holidays.

Satellite Pharmacy

Location: Bldg. 1948 (Next to Scott Credit Union)

Phone Number: (618) 256-7334

Telephone refills: 256-7400

Hours of Operation: Monday - Friday (0900-1700)

Closed Weekends and Federal Holidays.

GENERAL:

Scott Air Force Base has a staff of 27 including 5 pharmacists who provide outpatient prescription service at two locations (the hospital and Bldg. 1984, Satellite Pharmacy). The outpatient pharmacies fill up to 2000 prescriptions, for as many as 1000 customers' daily – a workload comparable to 10 or more average community pharmacies. Like other pharmacies, we provide medication profiling, screen prescriptions for drug allergies, drug interactions, therapeutic overlap and duplications. In addition to the outpatient prescription service, we provide a comprehensive range of pharmaceutical services to support inpatient medical care, and the 375th Medical Group professional staff.

NEW PRESCRIPTIONS FROM SCOTT AFB CLINICS:

Effective 28 Apr 2003, Patients must report to the pharmacy lobby and obtain a ticket from the Q-Matic ticketing system. Patients are called to the pharmacy in-window and their prescriptions

are then activated and filled. New automation has dictated we change our operation to a "Point of Service" concept. This concept allows the pharmacy to concentrate on the patients that are present in our waiting room.

NEW PRESCRIPTIONS FROM CIVILIAN PHYSICIANS OR OTHER MILITARY FACILITIES:

- Effective 28 Apr 2003, All new civilian paper and faxed prescriptions will be filled at the Satellite pharmacy, 312 West Winters Street, Bldg. 1948 (Next to Scott Credit Union). Patients are required to get a ticket from the Q-Matic ticketing system when they arrive at the pharmacy. Patients will be called to the In-Window in the order they arrived and their prescriptions will be typed while they wait. There has been "No Change" in the process of obtaining refills.

The pharmacy, by regulation, may fill prescriptions written by civilian providers when it is an item that is routinely stocked in the pharmacy. The pharmacy is not authorized to buy non-stocked items to fill prescriptions from civilian providers, however the pharmacy does stock many commonly prescribed drugs. It is best to contact the pharmacy to make sure we stock the medication ordered by your doctor before making a trip to the base. A formulary drug listing is available on request. We suggest you take this to your civilian doctor so that he/she may prescribe drugs that we have available.

- Prescriptions written by civilian practitioners are subject to the same restrictions as those written by military practitioners.
- Your civilian prescriber must write your prescription for a medication and strength we stock. Due to the limited number of pharmacists assigned, we are unable to accept phone-in prescriptions. The pharmacy does offer a prescription facsimile service for civilian physicians. The prescriptions may be faxed to the Main Pharmacy: (618)256-7131 from your doctor's office. All drug categories may be faxed except Schedule II narcotics. The doctor's name and fax number need to appear at the top of the page on the fax header when received. Faxing prescriptions is not 100% reliable and should be limited to when changes are needed or for your convenience when you cannot pick-up the prescription from your doctor's office. Faxed prescriptions will not be processed until you arrive in the pharmacy and request
 - Faxed prescriptions must have:
 - Patient Name
 - Sponsor's Social Security Number with prefix (20- sponsor, 30- spouse, 01-1st child, 02-2nd child...)
 - Patients phone number
 - Dr's DEA number and signature
- New prescriptions from civilian providers must have the patient's name, sponsor's social security number with prefix indicating relation to sponsor, phone number, date, age (if 12 or younger), and address including zip code.

- Prescriptions for other military facilities will be honored at Scott Air Force Base, provided we stock the medication.
- Transfers from other Medical Treatment Facilities. Pharmacists may "transfer" non-controlled prescriptions from other Department of Defense pharmacies for patients traveling through or PCSing to Scott Air Force Base, provided we stock the medication. Normal turn-around time is 48 hours.

MILITARY PRIORITY:

Military in uniform have priority service at the main pharmacy for new prescriptions. Please ask for a military "RUSH".

REFILLS:

All requests to refill prescriptions must be called into the phone-in refill service operated at the Satellite Pharmacy. This service eliminates the need to wait for your refill to be processed, or for you to return to the pharmacy later, and improves our ability to give you better, more personalized service, by increasing our efficiency. Processing refills on a phone-in basis improves service for all our customers. Refill requests phoned in before 3 p.m. are processed and available for pick-up at the Satellite Pharmacy in two duty days at 0900; this excludes all federal holidays.

Call in Refill Phone number: 618-256-7400

Follow the recorder instructions. If you experience difficulty using the system, an option is available to speak with a pharmacy staff member, leave a message in our voice mail system or call the pharmacy at (618) 256-7334. Any of our staff will be happy to demonstrate how to use the system.

SATELLITE PHARMACY DRIVE THRU SERVICE

You may experience sporadic service as the drive-thru system is frequently broken. It is located behind Bldg 1948 and can be accessed from the side road off Martin Street (near the bowling alley, Bldg 1934). NOTE: This is for pick-up only. You must still phone in your prescription refill, and though more convenient, the drive-thru is not ideal for all medications. If you are picking up any of the following medications, you will need to come inside the building:

- Large boxes/bags of medication, including boxed syringes (too large to accommodate the system)
- Liquids (could spill and disable the system)
- Injectable medications (i.e., insulin, could break and disable/contaminate the system and for some the transport can be too rough on the medication)

As with any prescription that is picked up at our pharmacies, you will need to present the proper patient identification and you must have written permission to pick up prescriptions for anyone other than your children. This includes a spouse, adult child, friend, or even the babysitter. As a service to you, the Pharmacy developed a two-sided, wallet sized card containing legally sufficient authorization statements on each side that will facilitate compliance with the policy. These cards are available at the Main Pharmacy. You must also have a copy of the patient's military ID card (front and back) if the child whose prescription you are picking up is over 10 years old. This policy is for your protection and ours.

Hours for both the lobby and drive thru are Monday through Friday, 9 am - 5 pm.

GENERIC SUBSTITUTION:

Many of the medications stocked by military pharmacies are "generic equivalent drugs". Department of Defense Regulations authorizes pharmacy personnel to automatically substitute generic equivalent drugs when brand name drugs are prescribed by military prescribers. For prescriptions written by civilian providers we may substitute, in accordance with local state law. What is the difference between a "generic " and a "therapeutic" substitute? Very simply, a "generic equivalent drug" is one that has the same chemical structure, in the same dosage form (tablet, capsule, etc.), but made by a different manufacturer. It must be bio-equivalent (have the same rate and extent of absorption into the body). Most states allow pharmacists to dispense a generic equivalent product, unless you or the prescribing physician directs otherwise. Physicians usually do this with a statement like "No Substitution" or Dispense as Written". A therapeutic substitute, on the other hand, is a different chemical substance that may produce the same or similar pharmacological or treatment effect. Pharmacists do not have independent authority to make a therapeutic substitution, without authorization from the prescriber. Please discuss generic substitution with your doctor and if acceptable, have your doctor indicate on your prescriptions that generic substitution is authorized. Whenever possible, please ask your doctor to allow us the opportunity to dispense a generic equivalent product. We are not permitted to purchase brand name drugs to fill prescriptions, when a generic equivalent product is available.

FORMULARY RESTRICTIONS:

Department of Defense policy does not allow restricting medications based on patient category (Active Duty versus Retired); however, certain other types of restrictions are allowed. Medications may be restricted to use for specialty care (prescribed by and dispensed only for certain types of physicians' specialists specific for each restricted medication). This should be based on the need for special diagnostic or treatment skills generally available only from the specialist, or may be based on a specific treatment protocol. These types of restrictions are unique to each individual medical facility, as determined by the facility's P&T Committee, and are intended to ensure safe and appropriate drug usage. This is a medical facility policy, which the pharmacy must enforce. By Department of Defense policy, this form of restriction must be applied to all patients, regardless of whether they are active duty, dependent or retired, and is also applied equally for all prescriptions whether from the facility staff or elsewhere.

GENERAL PRESCRIPTION INFORMATION AND POLICIES:

1. Dispensing Quantities: The following policies define the maximum quantities and refills for prescriptions dispensing:
 - Non-Controlled (Prescription) Drugs: a maximum of 90 days supply, with refills for one year, is authorized for medications used for chronic maintenance therapy. Refills are honored for one year from the date the prescription was originally written. Exceptions to the 90-day supply policy apply to a small number of products. Regardless of the policy, the pharmacy cannot dispense more medication than your doctor prescribed.
 - Controlled Medications: The Food and Drug Administration has designated a number of prescription drugs as controlled, or scheduled medications. These are usually drugs such as narcotic pain relievers, stimulants, tranquilizers, and sleeping pills that have a potential for abuse. A number of laws and restrictions are associated with the prescribing and dispensing of these controlled medications. In an attempt to limit the potential for diversion for other than appropriate therapeutic purposes.
 - Schedule II drugs - Up to a 90-day supply; by law, prescriptions for these medications cannot be refilled.
 - Schedule III, IV and V - Up to a 90 day supply and refills for a total of 6 months from the date written.
2. The pharmacy performs a 100 % ID check for prescription service for two reasons. An ID check ensures eligibility for prescription service and provides the pharmacy a method of double-checking that the right patient gets the right prescriptions.
3. Department of Defense/Air Force policy on picking up prescriptions directs us to release prescriptions only when a designated patient representative can produce:
 - a valid photo ID card (of themselves)
 - The patient's military ID card or a copy of the same (front and back)
 - A signed statement from the patient authorizing the representative to act on his or her behalf for this purpose.
 - Parents or legal guardians with a valid photo ID may pick up prescriptions for their own dependent children. The parent or legal guardian may designate a patient representative to pick up prescriptions for a dependent child. The patient representative must:
 - possess a valid photo ID card
 - be in possession of the patient's military ID card or a copy of the same (front and back) if over 10 years old
 - Have a signed statement from the dependent child's parent or legal guardian authorizing the representative to act on his or her behalf for this purpose. In all circumstances prescriptions will not be released to anyone under the age of 14.
4. New Prescriptions not picked up will be held for 7 days, after which they will be returned to stock. Refills not picked up will be held for 2 duty days. Patients should call if they cannot pick up their medications, the pharmacy will be happy to hold those prescriptions.

ALTERNATIVE SOURCES OF PHARMACY SERVICE FOR DOD BENEFICIARIES:

Two additional sources of pharmacy service are available to some beneficiaries, a retail pharmacy network, and a mail-order prescription service. These services are provided by Department of Defense contractors, not by the medical facility directly. Some may find one of the above pharmacy service alternatives more convenient due to their particular circumstances, either because they require a non-stocked drug or if you need a prescription filled right away and are unable to use an Medical Treatment Facility pharmacy due to after hours or the distance from a military pharmacy.

THE RETAIL PHARMACY NETWORK:

May be used by all beneficiaries who are enrolled in TRICARE. The formulary considerations discussed above do not apply so prescriptions for most medications can be filled, and up to a 30-day supply dispensed. A fee called a "co-pay" is charged. The co-pay is \$3 for generic medication, or \$9 for brand name medication. The advantage of the retail network is a broader range of medications available, and convenience of location. The drawback is the expense. Information about the location of a participating retail network pharmacy can be obtained from the Customer Service Center at 1-800-444-5445.

THE MAIL ORDER PHARMACY:

May be used by all beneficiaries who are enrolled in TRICARE. The formulary considerations discussed above do not apply so prescriptions for most medications can be filled, and up to a 90-day supply dispensed. A fee called a "co-pay" is charged. The co-pay is \$3 for generic medication, or \$9 for brand name medication. The advantage of mail order is the increased day supply for the same co-pay a broader range of medications available, and convenience of coming in the mail. The drawback is the lag time of 10-14 days.

TRICARE RETAIL PHARMACY CONTRACT - effective June 1, 2004:

The TRICARE Retail Pharmacy contract implements a fully integrated pharmacy program that delivers patient care through a single manager of our retail pharmacy benefit. That manager is Express Scripts, Inc. The new retail pharmacy program allows all beneficiaries to use network pharmacies outside of their regions without having to file claims. The new retail pharmacy website was activated on April 2, 2004 and a toll free TRICARE Retail Pharmacy phone number is available and is listed below. Note: Although Express Scripts, Inc. will manage both the mail order and retail pharmacy contracts, there will be separate customer service centers, phone numbers, and websites for each contract.